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Comparing modular and personal service delivery in specialised outpatient care: A survey of haematology and oncology patient preferences

Short Title: Patient preferences in outpatient care

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Abstract

Background: Oncology and haematology are shifting from inpatient to outpatient care, requiring new care delivery models. This study compares preferences of oncology patients treated by named nurses in a traditional specialty-focused day hospital and haematology patients treated without named nurses in a modularised day hospital. **Methods:** Questionnaires to explore patient preferences on number of treating nurses and named nurses, and satisfaction in day hospital care were distributed to 300 haematology and 410 oncology patients. Binomial logistic regressions were performed to study how background variables influenced preferences for having i) a named nurse or ii) maximum three treating nurses in the day hospital. **Results:** In 2016, 156 (52%) haematology and 289 (70%) oncology surveys were completed and returned. Both groups were satisfied with day hospital care. Haematology patients preferred named nurses less often than oncology patients (OR=0.09, $p<0.0005$). Haematology patients were less likely to prefer a maximum of

